

SYSTEM: Ombudsman Case Tracking System 2.0
SCRIPT NAME: User Acceptance Test (UAT) Script
TEST 4: **Closing a Case**

Scope:

The OCTS 2.0 application provides the SFA Ombudsman the ability to close a case for the purpose of resolving request for assistance from customer. This test case validates the tasks associated with closing an existing case and reopening an existing case. The following scenarios will be executed:

- Adding a result to a case
- Reopening a case

**Exclusions/
Limitations:**

- SIT/UAT does not have the capability of performing a stress test on the OCTS 2.0 program. The number of transactions staged for SIT/UAT conditions will represent only a small fraction of the production-size data.

Control:

Testing Site: Testing will take place at the ROB-3 site. The On-site Test Lead will:

- facilitate the test execution,
- collect change requests from the Users executing the test,
- enter the change control requests in to the MS Access System Investigation Request Tool,
- assign a priority level to each request,
- coordinate modifications with the development team,
- and coordinate regression testing with the User Test Team.

Conditions:

- Adding a result to a case
- Reopening a case

Operations:

Input data will be staged using a Microsoft Excel Tool. After logging on to the Siebel test region, the tester will manually enter the staged data utilizing the following method:

- The tester will navigate through the OCTS 2.0 screens in order to enter the data in the appropriate areas.

Results:

The test team will review results on-line.

Inputs:

The following excel files contain the test data:

closing case data [].xls

reopening case data [].xls

where [] = 0,1,2,...10

Outputs:

The output will be stored in the Test Database.

Adding a Result to a Case

Procedures/Script:

Scenario 1: Adding a Result to a Case

INIT	STEP	ACTION/INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	1	Logon to OCTS 2.0 using proper ID and password.	Successful logon.	
	2	Navigate to the Cases Tab, All Cases View	The view "All Cases" is visible. In the top half of the view a list applet detailing cases is visible. When first entering this view, the top record in this list applet is selected (has a > cursor on the left most column). In the bottom half of the view a form applet detailing the information for the Case selected in the list applet is visible. The New, Copy, Cancel, and Assign buttons are enabled. The Delete button is not enabled.	
	3	Click the New Query button on the tool bar. Click on the Account field.	The list applet will be blank with the cursor in the column "Account."	
	4	Enter the account and hit Enter.	The appropriate case will be displayed in the list applet.	
	5	Click on the Case Issues View on the view bar.	The Cases Tab, Case Issues View is displayed. The details of the case are displayed in the form applet at the top, and the case issues list applet is at the bottom.	
	6	Click on the hyperlink under "Issue #."	The Issues Tab, Activities View is displayed. The details of the issue are displayed in the form applet at the top. Activities associated with this issue are listed at the bottom.	

Adding a Result to a Case

INIT	STEP	ACTION/INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	7	Click on the Results View on the view bar.	The Issues Tab, Results View is displayed. The same Issue form applet is at the top of the screen. The bottom of the screen contains a form applet with details of the result.	
	8	Click on the New button in the Results applet at the bottom of the screen.	The Results box will appear with a list of all results that have been created and linked to past cases or issues.	
	9	Select a result and click the Pick button at the bottom of the Results box.	The Results box is closed. The "Name," "Result Category," "Sub Category," and "Result" fields are automatically populated with the result information. The "Status" field is populated with "Draft."	
	10	Press the Delete button at the bottom of the screen. When prompted, choose "Yes" to delete the record.	The record is deleted and the applet is blank.	
	11	Click on the New button in the Results applet at the bottom of the screen.	The Results box will appear with a list of all results that have been created and linked to past cases or issues.	
	12	Click the New button at the bottom of the Results box.	The Results box is closed. A blank record is created in the Results form applet at the bottom of the screen. The cursor is in the "Category" field.	
	13	Hit F2 to bring up the picklist and choose a category.	The chosen value is displayed in the "Category" field.	
	14	Hit Tab to navigate to the next field.	The cursor is on the "Sub Category" field.	
	15	Hit F2 to bring up the picklist and choose a sub category.	The chosen value is displayed in the "Sub Category" field.	
	16	Hit Tab to navigate to the next field.	The cursor is on the "Name" field.	

Adding a Result to a Case

INIT	STEP	ACTION/INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	17	Enter the Name of the result following this format: Results Category – Results Sub Category – Case – Specific Detail.	The value is displayed in the “Name” field.	
	18	Hit Tab to navigate to the “Result” field.	The cursor is on the “Result” field.	
	19	Enter an explanation of the result.	The data is displayed in the “Result” field. The user can use the scroll bar to view the whole text.	
	20	Hit Tab to navigate to the “Proposed By” field.	The cursor is on the “Proposed By” field.	
	21	Click on the arrow to bring up the Pick Contact box and choose a contact.	The Pick Contact box is opened to allow user to choose a contact. The chosen value is saved in the appropriate field.	
	22	Hit Tab to navigate to the “Implemented By” field.	The cursor is on the “Implemented By” field.	
	23	Click on the arrow to bring up the Pick Contact box and choose a contact.	The Pick Contact box is opened to allow user to choose a contact. The chosen value is saved in the appropriate field.	
	24	Hit Tab to navigate to the “Status” field.	The cursor is on the “Status” field.	
	25	Hit F2 to view the picklist and choose a status.	The chosen value is displayed in this field.	
	26	Hit Tab to navigate to the “Date Proposed” field.	The cursor is on the “Date Proposed” field.	
	27	Enter the correct date.	The date is stored in this field.	
	28	Hit Tab to navigate to the “Acceptance Deadline” field.	The cursor is on the “Acceptance Deadline” field.	
	29	Enter the deadline.	The date is stored in this field.	
	30	Hit Tab to navigate to the “Comments” field.	The cursor is on the “Comments” field.	

Adding a Result to a Case

INIT	STEP	ACTION/INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	31	Enter comments about this issue result.	The data is stored in the "Comments" field. The user can use the scroll bar to view the entire text.	
	32	Click on the "Status" field in the Issue form applet at the top of the screen.	The cursor is on the "Status" field in the Issue form applet.	
	33	Hit F2 to view the picklist and choose "Closed." Hit Enter.	The value "Closed" is stored in the "Status" field. The "Date Closed" field is automatically populated with the system's date and time. The "Sub-Status" field is automatically populated with "Resolved."	
	34	Click on the Back button on the tool bar to return to the Cases Tab, Case Issues View.	Verify that there is only one issue for this case, the one that you just added a result to.	
	35	Click on the Results Search View on the view bar.	The Cases Tab, Results Search View is displayed. The case details are displayed in the form applet at the top, and the result details are displayed in a form applet at the bottom.	
	36	Click on the New button in the Results applet at the bottom of the screen.	The Results box will appear with a list of all results that have been created and linked to past cases or issues.	
	37	Select the result just created and click the Pick button at the bottom of the Results box.	The Results box is closed. The "Name," "Category," "Sub Category," "FAQ," and "Result" fields are populated with the values from the chosen result. All other fields are blank.	
	38	Enter data in any other necessary fields.	The values are stored in the appropriate fields.	
	39	Click on the "Status" field in the Case form applet at the top of the screen.	The cursor is on the "Status" field in the Case form applet.	

Adding a Result to a Case

INIT	STEP	ACTION/INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	40	Hit F2 to view the picklist and choose "Closed." Hit Enter.	The value "Closed" is stored in the "Status" field. The "Date Closed" field is automatically populated with the system's date and time. The "Sub-Status" field is automatically populated with "Resolved."	

Reopening a Case

Procedures/Script:

Scenario 2: Reopening a Case

INIT	STEP	ACTION/INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	1	Logon to OCTS 2.0 using proper ID and password.	Successful logon.	
	2	Navigate to the Cases Tab, All Cases View.	The view "All Cases" is visible. In the top half of the view a list applet detailing cases is visible. When first entering this view, the top record in this list applet is selected (has a > cursor on the left most column). In the bottom half of the view a form applet detailing the information for the Case selected in the list applet is visible. The New, Copy, Cancel, and Assign buttons are enabled. The Delete button is not enabled.	
	3	Click the New Query button on the tool bar. Click on the Account field.	The list applet will be blank with the cursor in the column "Account."	
	4	Enter the account and hit Enter.	The appropriate case will be displayed in the list applet.	
	5	Write down the value of the "Date Closed" field and the "Ombudsman" field.	The user makes a note of the date the case was closed and the original owner.	
	6	Click in the "Status" field.	The cursor is in the appropriate field.	
	7	Hit F2 to bring up the picklist. Use the arrow keys to highlight "Open" and hit Enter.	The value of the "Status" field is changed to "Open." The "Date Closed" field is blank.	
	8	Hit Tab.	The cursor is in the "Sub-Status" field.	
	9	Hit F2 to bring up the picklist. Use the arrow keys to highlight "Assigned" and hit Enter.	The value of the "Sub-Status" field is changed to "Assigned."	

Reopening a Case

INIT	STEP	ACTION/INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	10	If this case was not originally assigned to you, proceed with step 11. Otherwise, skip to step 15.	Proceed to the correct step.	
	11	Click in the "Ombudsman" field.	The cursor is in the appropriate field.	
	12	Click the drop-down arrow.	The Pick Case Owner box appears.	
	13	Type your last name in the "starting with" field.	The data is stored in the appropriate field.	
	14	Hit Enter. Your name will automatically populate the "Ombudsman" field unless there are multiple records with the same last name. If there are multiple records, highlight your name and click the Pick button at the bottom of the box.	Your id appears in the "Ombudsman" field.	
	15	Click on the hyperlink in the Case # column of the case you are working on in the list applet at the top.	This brings you to the Cases Tab, Activities View. This view shows the Cases form applet at the top and the Activities list applet at the bottom.	
	16	Click on the toggle button on the Activities list applet.	The Activities form applet is displayed in the bottom part of the view.	

Reopening a Case

INIT	STEP	ACTION/INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	17	Click the New button in the Activities form applet.	“Case #” is automatically populated, “Last Name” and “First Name” are populated with the primary contact linked to the case, “Account” is automatically populated, “Assigned To” is populated with your id, “Planned Start” is populated with the system’s date and time, “Actual Start” is populated with the system’s date and time, “Due” is populated with the system’s date. All other fields are blank. The cursor is on “Activity Type.”	
	18	Hit F2 to view the picklist and arrow down to the appropriate activity type. Hit Enter.	The field is populated with the chosen value.	
	19	Hit Tab to navigate to the next field.	The cursor is on the field “Description.”	
	20	Enter text to describe the activity.	The text is displayed in the description box, and the scroll bar can be used to view the entire text.	
	21	Hit Tab to navigate to the “Priority” field.	The cursor is on the field “Priority.”	
	22	Hit F2 to view the picklist and arrow down to the appropriate value. Hit Enter.	The field is populated with the chosen value.	
	23	Hit Tab to navigate to the next field.	The cursor is on the field “Status.”	
	24	Hit F2 to view the picklist and arrow down to “Done.” Hit Enter.	The “Actual Completion” field is automatically populated with the system’s date and time. The “Duration” field is automatically populated with the calculated time that it took to complete the activity.	

Reopening a Case

INIT	STEP	ACTION/INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECTED RESULT
	25	Click in the "Comments" field.	The cursor is in the appropriate field.	
	26	Enter any additional comments. Include the original date closed value and the original Ombudsman value.	The data is stored in the "Comments" field.	
	27	Click on the back arrow.	The Cases Screen, All Cases View is visible.	
	28	Click in the "Status" field.	The cursor is in the appropriate field.	
	29	Hit F2 to bring up the picklist. Use the arrow keys to highlight "Closed" and hit Enter.	The value "Closed" is stored in the "Status" field. The "Date Closed" field is automatically populated with the system's date and time. The "Sub-Status" field is automatically populated with "Resolved."	